

**Flathead County, Montana
Time Clock Project
Questions and Answers**

1. **Q: Due to the COVID-19 pandemic, can a response be submitted electronically instead of mailing the 6 hard copies?**
A: No. Six (6) paper copies and one (1) electronic copy of the RFP response must be submitted in a sealed envelope. Please label the outside of the sealed envelope with: **RFP-Time Clock Project**. Proposals must be submitted to the **Clerk to the Board of County Commissioners, 800 S Main St, Room 302, Kalispell, MT 59901**, no later than **5:00 p.m. on May 13, 2020**. No late, faxed, or emailed proposal submittals will be accepted.
2. **Q: Will you consider proposals that are subscription based?**
A: Yes.
3. **Q: Including full time, part time, and seasonal staff, how many employee licenses should we include in our proposal?**
A: Flathead County currently has 594 active employees. If all positions were filled, we would have 635 active employees using a time clock.
4. **Q: How many supervisors/managers/administrators will need access to the system to make approvals or edits?**
A: We currently have a total of 131 employees that approve and/or edit employees' timecards at either the first or second level of the approval process for their respective areas.
5. **Q: Please confirm the County desires a cloud based, Vendor Hosted solution.**
A: A cloud based solution is fine as long as there is a guarantee of security and confidentiality. The State of Montana has an example contract (http://emacs.mt.gov/Portals/122/Agency_Forms/MT_Software_License_Agreement_Template_August_2019.docx?ver=2019-08-06-092856-233) that includes cybersecurity insurance requirements (see page 16, 23.8), which is a good idea to have. The State recommends \$2,000,000 per occurrence.
6. **Q: Please confirm the County desires 70 time clocks? How many time clocks should be included with our response?**
A: Yes, the County will need 70 time clocks for this project.
7. **Q: Please confirm the County desires Biometric clocks?**
A: Biometric clocks are an option Flathead County will consider. We will also consider other physical time clocks that use PINs, proximity badges, etc. Tablets or iPads are also an option Flathead County will consider for time clock hardware.
8. **Q: Is it desired for the time clocks to communicate through Ethernet, POE, or wireless?**

A: Flathead County's preference would be POE (Power over Ethernet, so one cable provides power and data services). Wireless is also a viable option.

9. Q: Is it desired for the Time & Attendance vendor to install all time clocks? Or will the County staff install the time clocks?

A: The proposal should have a line item for installation of the 70 time clocks. Power is available at all locations, and either Ethernet or WiFi is available at all locations for the physical time clocks. However, Flathead County reserves the right to install the clocks if they deem it efficient and cost effective to do so.

10. Q: Will a flat file import/export be acceptable for the interface to Tyler Eden?

A: This could be a labor intensive process on the County's end, so a flat file import/export is not an ideal way to exchange data. It needs to be in a format the Tyler Eden payroll system supports.

11. Q: Does the County have an FTP site where new hire/employee demographic information can be sent out of Eden to the FTP site? (This would allow for scheduling a sync of any employee changes in Eden into the new Time & Attendance system.)

A: No, we don't operate an FTP site, because it's an insecure way of exchanging files. We could utilize our NextCloud file sharing service, if we need to. That would require some work to make it work for file exchanges. If we did that, it would be through SFTP (Secure File Transfer Protocol).

12. Q: Our standard contract term is 5 years... is that acceptable for the County?

A: Yes.

13. Q: Will Advanced Scheduling be included in this scope of work? (Advanced scheduling is defined as employees who need to do Shift swaps, vacation bidding, or having scheduling rules in the system which automatically assign the correct employees to open shifts) If so how many employees should be licensed for Advanced Scheduling?

A: Yes. There are approximately 150 employees that would utilize the advanced scheduling options.

14. Q: Is FMLA Case Management required? Defined as the new time & attendance system automating the process of requesting FMLA leave, allowing employees to fill out required forms directly in the new Time & Attendance system, and tracking the open case, automatically alerting employees/managers when an employee is due back or running out of FMLA time?

A: This is not a requirement of the RFP, however this can be included in the RFP as a separate item for consideration.

15. Q: Is Single Sign On desired?

A: Yes, SSO (single sign-on) is preferable for computer and smartphone access. This would allow us to use the time keeping system without having to manually enter a username

and password on devices that are used by a single individual. This SSO capability would work best on campus, but could work for remote users, if their SSO solution can integrate with our MFA (multi-factor authentication) solution, which will be in place by the time this project gets off the ground.

16. Q: Is it desired for employees to punch in/out from a computer or smart phone?

A: Multiple options are needed to punch in/out. Most employees will use a wall mounted time clock kiosk installed in their work area(s). Approximately 100 employees will use the time clock software through an app installed on their County issued smart phone. In very limited instances, an employee will need to punch in/out via their computer. We also have a couple remote work sites that do not have internet or cell service and will need a solution to access the time clock software.

17. Q: Is it desired for employees to request time off electronically at a computer or smart phone?

A: Yes. Having access at their computer or smartphone to request time off, as well as view reports regarding their current and previous payroll hours and pending and approved time off requests, would be helpful.

18. Q: Will any employees be allowed to fill out timesheets online?

A: The purpose of this project is to get away from employees filling out a timesheet. The time clock should capture actual start and end times based on employees punching in/out at the start and end of their shifts.

19. Q: Will any employees need to have their timesheets auto populated based on their schedules?

A: Flathead County has 11 elected officials that receive pay regardless of working time. For all others, the purpose of the project is to pay employees based off their actual work time and not from what they are scheduled to work.

20. Q: Has the County viewed Time & Attendance demonstrations prior to the release of this RFP? If so what Vendors provided a demo?

A: Over the years, employees in the Human Resource Department have seen several Time and Attendance demonstrations, either through webinars or at vendor booths at HR conferences. A log was not kept of which Vendors were viewed.

21. Q: Can you confirm that you need the proposal to price out quantity 70 time clocks?

A: Yes – the County will need 70 time clocks for this project. We will consider several options regarding time clocks (biometric, PINs, proximity badges, etc), and we will consider tablets or iPads to be mounted on the wall and used solely for a time clock kiosk. If it is cost effective, the County will consider purchasing the iPads/tablets separately for the time clock project.

22. Q: What is your definition of a “Government Cloud”?

A: Traditionally when referring to a “Government Cloud” in technology circles, we are referring to a set of standards and restrictions that are placed on cloud service providers. For instance, services in a government cloud are required to keep the data on servers that are “sovereign to the Country” (i.e. the servers/data is hosted in the United States, in this case). We’re also referring to the type of security that is in place on the servers themselves (is the data on the servers encrypted?) as well as the connection to the servers. (Note: Amazon is a popular cloud service provider. They have a basic FAQ on the topic at <https://docs.aws.amazon.com/govcloud-us/latest/UserGuide/whatis.html>.)

23. Q: Does the County prefer Cloud-hosted installation or on-premise installation?

A: We will consider either option. For this project, as long as a cloud-hosted installation meets our security, liability and data sovereignty requirements, a cloud-hosted installation would be preferred and could offer many benefits to us as a County and from a usability perspective.

24. Q: Does the County have a preference for a specific time clock authentication method (e.g. biometric, proximity card, magnetic stripe, a mix of these options)?

A: The County does not have a preference for a specific time clock authentication method and will consider all options presented. It is anticipated there will be resistance from some employees if a biometric clock is selected.

25. Q: Does the County plan to have the new time clock solution manage leave accruals, or will accruals be managed within Tyler Eden and imported by the time clock solution?

A: We will consider either option in a proposal. Our Tyler Technologies/Eden payroll system currently manages leave accruals, and we are not having issues with this process. If the time clock solution needs to manage the leave accruals for greater functionality, we will consider that option. Otherwise, leave accruals can be managed within the Eden software and imported to the time clock solution.

26. Q: How many union contracts are in place at the County?

A: There are a total of 7 separate collective bargaining agreements (CBA). Flathead County has 6 agreements that cover approximately half of the Flathead County employees. Flathead County also processes payroll for a separate governmental entity, the Flathead Emergency Communications Center, and they have a CBA that covers 28 of their 34 employees.